



Solutions Delivery & Administration Division

Solutions Development Section - Application Development Unit

Practitioner Registration & Maintenance (PRM) Application

Functional User Manual

Version 2016.2

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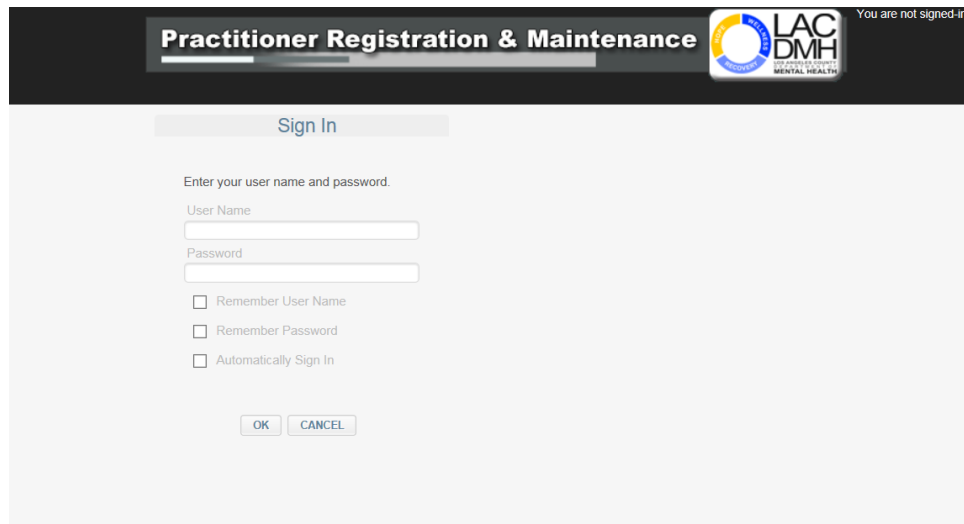
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Login Instructions for Legal Entity Providers

The Practitioner Registration & Maintenance application can be accessed via the Internet from the link/URL below:

<https://extra.dmh.lacounty.gov/PRM>

Upon entering the URL you will be redirected to the Practitioner Registration & Maintenance Sign In page seen below.



Type your Integrated Behavioral Health Information System (IBHIS) Username and Password

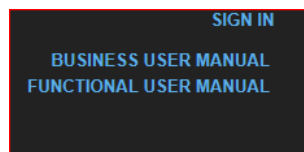
User Name: C012345

Password: *****

(If you do not know your password call the HelpDesk at 213-351-1335)

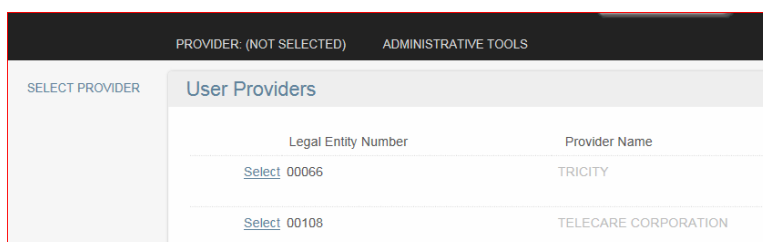
Upon successful authentication to the application you will see a page similar to the one below.

[Business User Manual](#) and [Functional User Manual](#) links are found on the top right side under the Sign In / Sign Out link.



Menu

1. **Select Provider:** When you first log into the application, you will see a list of the Legal Entities for which you have been authorized to complete the practitioner enrollment maintenance process.
 - Click the [Select](#) link next to the provider you want to work.
 - Click [Select Provider](#) link in the left column at any time to return your list of Legal Entities.



| PROVIDER: (NOT SELECTED) | | ADMINISTRATIVE TOOLS | |
|------------------------------|--|----------------------|--|
| SELECT PROVIDER | | User Providers | |
| Legal Entity Number | | Provider Name | |
| Select 00066 | | TRICITY | |
| Select 00108 | | TELECARE CORPORATION | |

2. **Select Practitioner:** The Practitioner page provides a list of all practitioners currently associated to the selected provider / legal entity.
 - Click [Select Practitioner](#) link in the left column at any time to return to the selected provider's practitioner list.
 - Each practitioner has been identified with a "primary provider" or agency that is listed in the right column.
 - Just click the Primary Provider to be linked to the Contact Information page for that provider.

Practitioner Registration & Maintenance

PROVIDER: TRICITY ADMINISTRATIVE TOOLS

SELECT PROVIDER
SELECT PRACTITIONER
ADD NEW PRACTITIONER

Practitioner

Submission Status: All

| First Name | Last Name | NPI | Submission Status | Associate Date | Deactivate Date | Primary Provider |
|------------|-----------|------------|-------------------------|----------------|----------------------|--------------------|
| LUIS | RESENDEZ | 1023147501 | In Process by Provider | 3/14/2005 | <input type="text"/> | Deactivate TRICITY |
| KEVIN | ARMSTRONG | 1053524066 | Pending NPPE validation | 7/2/2007 | <input type="text"/> | Deactivate TRICITY |
| VIRGINIA | SALDANA | 1093987208 | Current In IBHIS | 7/2/2007 | <input type="text"/> | Deactivate TRICITY |
| JENNIFER | PHANG | 1114211760 | In Process by Provider | 5/9/2011 | <input type="text"/> | Deactivate TRICITY |
| REGINA | ESPARZA | 1144502741 | In Process by Provider | 10/3/2016 | <input type="text"/> | Deactivate TRICITY |
| JOHN | SHIELDS | 1275846057 | In Process by Provider | 1/3/2011 | <input type="text"/> | Deactivate TRICITY |
| MICHELLE | MATA | 1295941839 | In Process by Provider | 7/2/2007 | <input type="text"/> | Deactivate TRICITY |
| GARY | SLATON | 1336367564 | Current In IBHIS | 1/13/2014 | <input type="text"/> | Deactivate TRICITY |
| JOSE | CASTANEDA | 1346382629 | Current In IBHIS | 1/23/2007 | <input type="text"/> | Deactivate TRICITY |
| MIRIAM | HITA | 1346552700 | In Process by Provider | 6/4/2010 | <input type="text"/> | Deactivate TRICITY |

1 PAGE SIZE

Note: There are several things that you can do to help you work this Practitioner list.

- a. **Filter the list** by the Submission Status dropdown.
- b. **Search dropdown** to Search Selected Provider or Search All Practitioners for a specific practitioner.
 - Enter First Name or Last Name or NPI into the search text box at the upper right corner then click the search icon .
- c. **Export into an Excel spreadsheet:**
 - All associated data elements can be exported into an Excel spreadsheet by clicking on the Excel logo next to the search box.
- d. **Sort Column Headings** to sort the list on the screen simply by clicking on the header of the column that represents how you want the list sorted.
- e. **Add New Practitioner:** Click the **ADD NEW PRACTITIONER** button in the menu on the left side of the screen (Add New Practitioner is discussed later on).
- f. **View / Edit icon:** Look to the left of First Name.
 - Click the edit icon , to begin editing and validating data related to a Primary Provider's practitioner in the PRM.
 - Click the show icon , to view practitioner's information.

g. **Associate practitioner to Selected Provider:**

You are able to enter an associate date, and then click on associate button.

PROVIDER: IMCES INC

Practitioner

Submission Status: All

| First Name | Last Name | NPI | Submission Status | Associate Date | Deactivate Date | Primary Provider |
|------------|------------------|------------|-------------------|----------------|-----------------|-----------------------------------|
| SOFIA | LUPIAN HERNANDEZ | 1003161803 | Current In IBHIS | | | INTERCOMMUNITY CHILD GUIDANCE CTR |

Associate

h. **Deactivate practitioner from Selected Provider:**

You are able to enter a deactivate date, and click on deactivate button.
The Association date and Deactivation date are separated fields.

PRACTITIONER SCREEN – We have updated the practitioner screen to make the associate and deactivate option independent of each other.

Practitioner

Submission Status: All

| First Name | Last Name | NPI | Submission Status | Associate Date | Deactivate Date | Primary Provider |
|------------|-----------|------------|------------------------|----------------|-----------------|------------------|
| CARLOS | DIAZ | 1849562760 | In Process by Provider | 7/1/2016 | | TRICITY |
| ELIZABETH | DIAZ | 1831542026 | Current In IBHIS | 7/1/2016 | | TRICITY |
| KRISTINE | DIAZ | 1316247646 | Current In IBHIS | 1/1/2016 | | TRICITY |

Deactivate

The associate date will always displayed if the practitioner has been associated to your legal entity in the past. It will also default the associate date to the original association date of the practitioner to your legal entity.

i. **Reactivate** – this button will only display if the practitioner has been deactivated. To reactivate the practitioner to your Legal Entity just click on the reactivate button and the deactivate date will be removed.

We have also added a reactivate button. This button will only display if the practitioner has been deactivated.

Practitioner

Submission Status: All

| First Name | Last Name | NPI | Submission Status | Associate Date | Deactivate Date | Primary Provider |
|------------|-----------|------------|-------------------|----------------|-----------------|------------------|
| CARLOS | DIAZ | 1649562760 | Current In IBHIS | 7/1/2016 | 8/1/2016 | |

Reactivate

To reactivate the practitioner to your LE, just click on the reactivate button and the deactivate date will be removed.

Practitioner

Submission Status: All

| First Name | Last Name | NPI | Submission Status | Associate Date | Deactivate Date | Primary Provider |
|------------|-----------|------------|-------------------|----------------|-----------------|------------------|
| CARLOS | DIAZ | 1649562760 | Current In IBHIS | 7/1/2016 | | |

Deactivate

j. **Contact Information**

- **View Contact Information:** This page lists the selected provider's application users and their contact information.

The screenshot shows the 'Practitioner Registration & Maintenance' web application. The header includes the title 'Practitioner Registration & Maintenance', the LAC DMH logo, and a user greeting 'Hello CoCorona'. Below the header, there are navigation tabs for 'PROVIDER: TRICITY' and 'ADMINISTRATIVE TOOLS'. On the left, a sidebar contains links: 'SELECT PROVIDER', 'SELECT PRACTITIONER', and 'ADD NEW PRACTITIONER'. The main content area is titled 'Contact Information' and displays a list of users for the selected provider. The list includes the following information for each user:

| Provider Name: |
|--|
| User's Full Name: JOANN DURAN |
| User's Primary Phone Number: (800) 628-6131 |
| User's Alternate Phone number |
| User's Email Address: jduran@tricitymhs.org |
| User's Full Name: JOHN ORTEGA |
| User's Primary Phone Number: (444) 444-4444 |
| User's Alternate Phone number |
| User's Email Address: jortega@dmh.lacounty.gov |

At the bottom of the list, there is a pagination control showing '< 1 >'.

k. **Update Contact Information:**

- If you are a LE user and this is your first time or it has been 90 days since you confirmed your contact information when linked to your provider, you will be directed to the Update Contact Information page.

The screenshot shows the 'Edit User Providers' web application form. The form has a title 'Edit User Providers' and a message: 'You are required to provide your contact information in order to use this application. Please enter your contact information and click "Save".' Below the message, there are input fields for the following information:

| Provider Name |
|-------------------------------|
| 1917 ARCADIA MHS |
| User's Full Name |
| Jane Doe |
| User's Primary Phone Number |
| |
| User's Alternate Phone Number |
| |
| User's Email Address |
| |

Notes on Add New Practitioner and Edit Practitioner:

NPPES Validation: The Add New and Edit Practitioner pages display (view only) data from NPPES. The NPPES data will display with "NPPES" prefixed to the literal description on the line after Last Name, First Name and Taxonomy fields. When NPI is found in NPPES, the "Data Last Updated on" message will display. NPPES Last Name and First Name will display in **green** font when they match the PRM values.

The screenshot shows the 'Edit Practitioner' form with the following fields and values:

| Field | Value | Notes |
|--|-------------|--|
| Last Name | WILLIAMS | Red asterisk (*) |
| First Name | WILLIAMS | Red asterisk (*) |
| NPPES Last Name | WILLIAMS | Green text, arrow points to Last Name field |
| NPPES First Name | WILLIAMS | Green text, arrow points to First Name field |
| IBHIS Last Name | WILLIAMS | |
| IBHIS First Name | WILLIAMS | |
| NPI | 10021100001 | Red asterisk (*) |
| IBHIS NPI | 10021100001 | |
| * NPPES Data Last Updated on 6/14/2013 12:43:01 PM | | |

NPPES Taxonomy will display "Match" when PRM's Taxonomy matches.

The screenshot shows the Taxonomy Effective Date section with the following fields and values:

| Field | Value |
|-------------------------------|-------|
| Taxonomy Effective Date | |
| IBHIS Taxonomy Effective Date | |
| NPPES Taxonomy | Match |

Reminder: If NPPES information is inconsistent, you will need to either update the information in the PRM to match the NPPES data or update the information in NPPES to match the PRM data. Because the NPPES data is downloaded into a database that is updated twice a month, when information is updated in NPPES, it may take up to a month for these changes to be reflected in the PRM.

Data from IBHIS: The Add New and Edit Practitioner page displays (view only) data from IBHIS. The IBHIS data will display with "IBHIS" prefixed to the literal description on the line following each of the fields.

Credential Section: The credential section includes the fields- “Discipline”, “Category”, “Taxonomy”, and their associated fields. There may be one or many instances (records) of credential data. If a practitioner’s credentials have changed (e.g. an ASW got licensed) a new record of credential data must be added instead of editing the existing.

Reminder: Each credential record **MUST** have an effective date.

- If the record exists in IBHIS, the “IBHIS Effective Start Date” will be displayed under the “Effective Start Date” box. The PRM “Effective Start Date” must be the same as the existing “IBHIS Effective Start Date”.
- When adding a new record of credential data, the existing credential record must have an “Effective End Date”. The new “Effective Start Date” must be the day **AFTER** the “Effective End Date” of the previous record (i.e. no gap is allowed between the preceding record’s “Effective End Date” and the new record’s “Effective Start Date”).

The screenshot shows a web form for entering credential information. At the top, there are two date fields: "Effective Start Date" (containing 4/1/2015) and "Effective End Date" (empty). Below these are "IBHIS Effective Start Date" (containing 06/30/2010 and highlighted with a red box) and "IBHIS Effective End Date" (empty). There are two dropdown menus for "Discipline" and "Category", both showing "** Please Select **". Below these are "IBHIS Discipline" (containing Peer Advocate) and "IBHIS Category" (containing Peer Advocate). There is a "Taxonomy" dropdown menu showing "** Please Select **". Below this is "IBHIS Taxonomy" (containing 172V00000X) and "NPPES Taxonomy" (containing Does Not Match). There is a checkbox labeled "Practitioner requires additional Taxonomy(ies). Contact Quality Assurance Division at (213) 251-6855". At the bottom, there are two text fields for "Primary License/Reg/Cert Number" and "IBHIS Primary License/Reg/Cert Number". At the very bottom are two buttons: "ADD NEW CREDENTIAL" and "EDIT CREDENTIAL".

- a. When adding a new practitioner record;
 - The Credential section is editable.
 - The “Add New Credential” and “Edit Credential” buttons are not visible on the page.
- b. When editing a practitioner record;
 - The Credential section is not editable and the “Edit Credential” button is enabled.
 - Click **EDIT CREDENTIAL** button to edit current credential information.
The “Add New Credential” button will only be enabled when there is a value for the Effective End Date and the Taxonomy matches NPPES Taxonomy and these values were previously saved.
 - When the **ADD NEW CREDENTIAL** button is clicked, all the fields in this section are reset to their default state as adding a new Practitioner record. The effective end date will be grayed out.
 - i. When the **ADD NEW CREDENTIAL** button is clicked, the submission status button should set to **SUBMIT TO IBHIS**.
 - ii. When the **SAVE** button is clicked, the Practitioner record is saved and all the original fields in the Credential section are added to the Credential History section.

If you end date an existing credential, and save without adding a new credential, there will be a warning message advising you that there must be an active credential.

Edit Practitioner Screen – We have now added logic to the edit practitioner screen to ensure that the practitioners always have an active license period.

Edit Practitioner

NPI: 1649562760 * NPPES Data Last Updated on 2011-05-08

IBHIS MPI

Last Name: DIAZ * First Name: CARLOS

NPPES Last Name: DIAZ NPPES First Name: CARLOS

IBHIS Last Name IBHIS First Name

Gender: Male * Ethnic Origin: Hispanic or Latino *

IBHIS Gender IBHIS Ethnic Origin

IBHIS Languages

Effective Start Date: 7/1/2016 * Effective End Date: 08/01/2016 *

IBHIS Effective Start Date IBHIS Effective End Date

Discipline: Marriage and Family Therapist * Category: MFT (Registered, Licensed) *

IBHIS Discipline IBHIS Category

Taxonomy: 106H00000X - Marriage and Family Therapist *

IBHIS Taxonomy


NPPES Taxonomy: Match

☐ Practitioner requires additional Taxonomy(ies). Contact Quality Assurance Division at (213) 251-6855

Primary License/Reg/Cert Number: MFTDMH * IBHIS Primary License/Reg/Cert Number

If you add an end date without adding a new discipline, you will now get the error below.

Message from webpage

 Practitioner must have an active credential at all times. Please click on the "Add New Credential" button to add a new credential or remove the Effective End Date.

When adding a new credential, the effective end date has been grayed out. Now, the system requires you to submit the changes to IBHIS before the credential can be end dated.

Edit Practitioner

NPI: 1649562760 * NPES Data Last Updated on 2011-05-08

IBHIS NPI: Last Name: DIAZ * First Name: CARLOS

NPES Last Name: DIAZ NPES First Name: CARLOS

IBHIS Last Name: IBHIS First Name:

Gender: Male * Ethnic Origin: Hispanic or Latino *

IBHIS Gender: IBHIS Ethnic Origin:

IBHIS Languages:

Effective Start Date: Effective End Date: (grayed out)

IBHIS Effective Start Date: IBHIS Effective End Date:

Discipline: ** Please Select ** * Category: ** Please Select ** *

IBHIS Discipline: IBHIS Category:

Taxonomy: ** Please Select ** *

IBHIS Taxonomy:

NPES Taxonomy:

☐ Practitioner requires additional Taxonomy(ies). Contact Quality Assurance Division at (213) 251-6855

Primary License/Reg/Cert Number: IBHIS Primary License/Reg/Cert Number:

ADD NEW CREDENTIAL EDIT CREDENTIAL

Submission Status: Submit to IBHIS *

We have also updated the submission status option from submit to PSO to Submit to IBHIS.

Submission Status: Submit to IBHIS *

Effective Start Date: 4/1/2015 * Effective End Date: (grayed out)

IBHIS Effective Start Date: 06/30/2010 IBHIS Effective End Date:

Discipline: ** Please Select ** * Category: ** Please Select ** *

IBHIS Discipline: Peer Advocate IBHIS Category: Peer Advocate

Taxonomy: ** Please Select ** *

IBHIS Taxonomy: 172V00000X

NPES Taxonomy: Does Not Match

☐ Practitioner requires additional Taxonomy(ies). Contact Quality Assurance Division at (213) 251-6855

Primary License/Reg/Cert Number: IBHIS Primary License/Reg/Cert Number:

ADD NEW CREDENTIAL EDIT CREDENTIAL

- c. Credential History section; Records in this section are view only.

| Associated Provider Credential History Languages | | | | | |
|---|----------------------------|------------|---------------------------------|----------------------|--------------------|
| Discipline | Category | Taxonomy | Primary License/Reg/Cert Number | Effective Start Date | Effective End Date |
| Marriage and Family Therapist | MFT (Registered, Licensed) | 106H00000X | IMF66617 | 5/2/2011 | 12/27/2015 |

Add New Practitioner

3. **Add New Legal Entity (LE):** The screen displays an empty LE screen ready for data entry.
 - a. Enter new user data then click **Save**.
 - b. To return to the previous page without adding new practitioner, click **Cancel**.
 - c. The following fields indicated with an * are required.

PROVIDER: TRICITY

ADMINISTRATIVE TOOLS

SELECT PROVIDER

SELECT PRACTITIONER

ADD NEW PRACTITIONER

Add New Practitioner

NPI *

IBHIS NPI

Last Name *

NPPES Last Name

IBHIS Last Name

Gender ** Please Select **

IBHIS Gender

IBHIS Languages

First Name *

NPPES First Name

IBHIS First Name

Ethnic Origin ** Please Select **

IBHIS Ethnic Origin

Effective Start Date *

Effective End Date

IBHIS Effective Start Date

IBHIS Effective End Date

Discipline ** Please Select **

Category ** Please Select **

IBHIS Discipline

IBHIS Category

Taxonomy ** Please Select **

IBHIS Taxonomy

NPPES Taxonomy

☐ Practitioner requires additional Taxonomy(ies). Contact Quality Assurance Division at (213) 251-6855

Primary License/Reg/Cert Number

IBHIS Primary License/Reg/Cert Number

Submission Status In Process by Provider

Associate Date *

Associated Provider | **Credential History** | Languages

Provider

Primary Provider

Associate Date

Deactivate Date

User Created

Date Created

User Modified

Date Modified

SAVE

CANCEL

d. Associated Provider (view only): This section would be blank when adding a new practitioner.

| Provider | Primary Provider | Associate Date | Deactivate Date | User Created | Date Created | User Modified | Date Modified |
|----------|------------------|----------------|-----------------|--------------|--------------|---------------|---------------|
|----------|------------------|----------------|-----------------|--------------|--------------|---------------|---------------|

e. Credential History (view only): This section would be blank when adding a new practitioner.

| Discipline | Category | Taxonomy | Primary License/Reg/Cert Number | Effective Start Date | Effective End Date |
|------------|----------|----------|---------------------------------|----------------------|--------------------|
|------------|----------|----------|---------------------------------|----------------------|--------------------|

f. Enter languages, in addition to English, used during current work assignment.

- To add languages, click on the “+” sign to the right of the page.
- Select the language from the drop down menu.
- To delete, check the box next to the language then click the “X” in the upper right corner.

| | Language |
|--------------------------|----------|
| <input type="checkbox"/> | English |

Edit Practitioner

4. **Edit Legal Entity (LE):** The screen displays an editable LE screen ready for data entry.
 - a. Update existing practitioner data then click **Save**.
 - b. To return to the previous page without saving changed practitioner data, click **Cancel**.
 - c. The following fields indicated with an * are required.

PROVIDER: TRICITY
ADMINISTRATIVE TOOLS

SELECT PROVIDER

SELECT PRACTITIONER

ADD NEW PRACTITIONER

Edit Practitioner

NPI: 1649562760 * NPES Data Last Updated on 2011-05-08

IBHS NPI: Last Name: DIAZ * First Name: CARLOS *

NPES Last Name: DIAZ NPES First Name: CARLOS

IBHS Last Name: IBHS First Name:

Gender: Male * Ethnic Origin: Hispanic or Latino *

IBHS Gender: IBHS Ethnic Origin:

IBHS Languages:

Effective Start Date: 8/2/2016 * Effective End Date:

IBHS Effective Start Date: IBHS Effective End Date:

Discipline: Marriage and Family Therapist * Category: MFT (Registered, Licensed) *

IBHS Discipline: IBHS Category:

Taxonomy: 109H00000X - Marriage and Family Therapist *

IBHS Taxonomy: IBHS Taxonomy:

NPES Taxonomy: Match

☐ Practitioner requires additional Taxonomy(ies). Contact Quality Assurance Division at (213) 251-6855

Primary License/Rag/Cert Number: mt * IBHS Primary License/Rag/Cert Number:

Submission Status: In Process by Provider *

User Created: chdiaz Date Created: 12/1/2016 7:41 AM

User Modified: CoCorona Date Modified: 12/2/2016 9:32 AM

Associated Provider: Credential History: Languages:

| Provider | Primary Provider | Associate Date | Deactivate Date | User Created | Date Created | User Modified | Date Modified |
|----------|------------------|----------------|-----------------|--------------|--------------|---------------|---------------|
| TRICITY | Yes | 7/1/2016 | | chdiaz | 12/1/2016 | CoCorona | 12/2/2016 |

- d. Associated Provider (view only): Will show all the associations of the practitioner
- e. Credential History (view only): Will show prior credentials for the practitioner.

| Associated Provider Credential History Languages | | | | | |
|--|----------------------------|------------|---------------------------------|----------------------|--------------------|
| Discipline | Category | Taxonomy | Primary License/Reg/Cert Number | Effective Start Date | Effective End Date |
| Marriage and Family Therapist | MFT (Registered, Licensed) | 106H00000X | IMF66617 | 5/2/2011 | 12/27/2015 |

- f. Enter languages, in addition to English, used during current work assignment.
- To add languages, click on the “+” sign to the right of the page.
 - Select the language from the drop down menu.
 - To delete, check the box next to the language then click the “X” in the upper right corner.

Associated Provider Credential History Languages

Language Spanish

Language English

1

PAGE SIZE 10